GOVERNMENT OF INDIA
WOMEN AND CHILD DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:4552
ANSWERED ON:25.04.2008
SEXUAL HARASSMENT IN BPO AND IT CENTRES
Rijiju Shri Kiren

Will the Minister of WOMEN AND CHILD DEVELOPMENT be pleased to state:

(a) whether the Government is aware of increasing incidents of sexual harassment in BPO and IT centres;

(b) whether some women from the North-Eastern Region have also lodged complaint with the National Commission for Women in this regard;

(c) if so, the details thereof; and

(d) the remedial steps taken by the Government in this regard?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT (SHRIMATI RENUKA CHOWDHURY)

(a)&(b) There have been some incidents of sexual harassment in BPOs/IT Sectors. No specific complaints have been registered in National Commission for Women by the women from the North Eastern Region.

(c) Does not arise.

(d) The National Commission for Women (NCW) had convened an inter-active meeting with the representatives of the BPO companies, Call Centres and concerned police authorities of Delhi/ Gurgaon/Noida to discuss the various issues related to problems of women working in BPOs/Call Centres. Based on the discussion, the Commission has formulated guidelines which contain the measures the Call Centre owners should take to ensure safety of women in the office transport, additional checks to be performed, the good practices to be followed in-house and gender-friendly measures.